

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: WATER AND SEWER OPERATIONS SUPERVISOR
WATER AND SEWER DIVISION
PUBLIC WORKS DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, performs supervisory and skilled technical-level work in directing the activities of several crews in the operation, installation, and maintenance of a variety of water and sewer distribution and transmission systems and equipment. Work involves overseeing the repairs of water and sewer breaks; making decisions and recommendations regarding maintenance and repair activities; ensuring that proper operational and safety guidelines and procedures are followed; making proper decisions in emergencies that can result in property damage, worker injury, and loss of water and sewer services; supervising large, complex projects; making recommendations to the Superintendent on maintenance and repair requirements; working outdoors in extreme weather conditions; ensuring compliance with safety requirements; supervising Maintenance Workers and Equipment Operators; being exposed to potential safety hazards and injuries from traffic, trench cave-ins, chemicals, gasses, heavy objects, and dangerous mechanical equipment; and being reviewed by the State Health Department, and Virginia Department of Transportation for quality, completeness, and adherence to Town policies and procedures. Reports to the Water and Sewer Superintendent.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Directs the activities of several crews in the operation, installation, and maintenance of a variety of water and sewer distribution and transmission systems and equipment; plans and assigns work projects; decides work crew assignments; estimates materials and equipment needs.

Oversees complex water and sewer breaks and emergencies; provides assistance and guidance to work crews; ensures compliance with safety requirements; travel to work sites and operations throughout the Town to give routine and special checks on work in progress.

Serves as Superintendent of Water and Sewer in his absence; remains on-call to respond to emergencies and priority situations at any time.

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Performs various administrative and supervisory duties such as keeping time and attendance; evaluating employee performance; making personnel recommendations to the supervisor; preparing personnel, material, and equipment reports; handling disciplinary problems; preparing and recommending the budget for the Water and Sewer Division.

Inspects the water and sewer repair service line, mainlines, meter installations, and the laying of new lines; inspects job sites for safety and performance.

Responds to emergency situations and handles emergency water and sewer problems; receives and resolves citizen complaints by telephone, radio, or written communication.

Advises contractors and plumbers on procedures associated with water and sewer connections.

Maintains administrative and operational records and reports; writes daily and monthly reports; makes recommendations.

Performs work on-call in emergencies.

Receives and/or reviews various records and reports such as work orders, Department of Public Works orders, maps, and emergency calls.

Prepares and/or processes various records and reports such as employee evaluations, personnel recommendations, budget, and daily/monthly reports.

Refers to work projects, material and equipment needs, safety requirements, budget, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of vehicles and equipment such as pickup truck, computer, TV unit, gas detectors, generator, tamper, snow plow, free air pump, air blower, rock drill, air compressor, backhoe/loader, test pump, push mower, trailer, etc.

Uses a variety of tools such as piercing tool, aluminum hydraulic shoring, lift winch and tripod, pipe saw, chain saw, etc.; a variety of supplies such as pipe, general office supplies, etc.; and a variety of computer software such as Windows XP Professional, Posim TV Unit, etc.

Interacts and communicates with various groups and individuals such as the Water and Sewer Superintendent, Public Works Department, Town Hall, Parks and Recreation, Police Department, contractors, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs general administrative work, including but not limited to attending and conducting meetings, reviewing mail and literature, compiling data for reports, preparing reports and correspondence, entering computer data, etc.

Performs other related work as required.

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MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with five to six years of progressively responsible experience in water and sewer system operations with some supervisory experience; or any equivalent combination of education, training, and experience, which provides the required skills, knowledge, and abilities. Must have a valid Virginia commercial driver's license with necessary endorsement.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of water plant machinery and office equipment including various water pumps, chlorinators, mixers, computers, two-way radios, etc. Must also be physically able to operate a motor vehicle. Must be able to exert up to 110 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of assignments and/or directions to subordinates and receiving direction from supervisor.

Language Ability: Requires the ability to read a variety of narrative and statistical reports, correspondence, etc. Requires the ability to prepare correspondence, reports, narrative and statistical reports, forms, studies, graphs, charts, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including engineering, chemical, and biological terminology.

Numerical Aptitude: Requires the ability to utilize complex mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra, geometry and logarithmic functions.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

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Motor Coordination: Requires the ability to coordinate hands and eyes accurately in using water treatment equipment and office machinery.

Manual Dexterity: Requires the ability to handle, grasp, lift and move a variety of items such as water treatment equipment and office machinery. Must have eye/hand/foot coordination to drive a vehicle.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing work under some stress and when confronted with emergency situations. Must be adaptable to working in all kinds of weather conditions.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone and two-way hand held radios.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Water and Sewer Division of the Public Works Department as they pertain to the performance of duties of the Water and Sewer Supervisor. Has knowledge of the organization of the Department and of related departments and agencies. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. . Has working knowledge of construction / engineering theories and practices as applied to assigned maintenance and construction projects. Has knowledge of the methods, materials, tools, and equipment used in maintenance and construction management. Is able to safely and skillfully operate equipment necessary for construction, maintenance, and repairs. Has knowledge of and is able to perform routine survey work. Is able to inspect work in progress for compliance with specifications, plans, and standards of quality and safety. Is able to enforce safety regulations on the job site. Has knowledge of the occupational hazards and safety precautions of the industry; is able to work effectively despite occasional exposure to extreme weather and temperatures, wetness/humidity, machinery hazards, traffic hazards, dust, fumes, above-average noise, odors, smoke, vibrations, etc. Has knowledge of how to react calmly and quickly in emergency situations. Is able to help plan, organize, and prioritize daily assignments and work activities. Is able to train, assist, motivate, and supervise a work crew. Is able to offer instruction and advice to subordinates regarding departmental policies, methods and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret technical materials pertaining to the responsibilities of the job. Is able to prepare required records and reports with accuracy and in a timely manner. Has knowledge of the terminology used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Is able to perform required mathematical calculations with accuracy. Is able to work effectively in an unpleasant working environment. Is able to exercise tact and courtesy in contact with patrons and the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments.

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Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

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Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding the activities and works to ensure such expectations are met. Designs and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with other department officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department. Personally directs the development and training of division personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of department goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

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Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews department policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.